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BESCOM

ಬೆಂಗಳೂರು ವಿದ್ಯುತ್ ಸರಬರಾಜು ನಿಗಮ ನಿಯಮಿತ

CIN: U04010KA2002SGC030438

BANGALORE ELECTRICITY SUPPLY COMPANY LIMITED

No:BESCOM/DSM/GM/DGM/AGM-5/25-26/4158
Encl: -
Ph:080-080-22340816
Email: gmdsm.work@gmail.com

O/o The General Manager(Ele)
DSM section,
Corporate Office, II Block,
Ground floor, K. R. Circle,
Bangalore – 560 001.
Date: 06-12-2025

CLARIFICATIONS-I

Sub: Providing services for development of unified online SRTPV web and Mobile application for use of BESCOM, GESCOM, HESCOM, MESCOM, CESC & HRECS and maintenance & updation of the web & mobile application for a period of 2 years and extendable for one more year on mutual consent.

Ref:

1) Bid Enquiry No: Tender enquiry No.: BESCOM/2025-26/SE0347
2) Paper Notifications dated 12.11.2025.
3) Pre-bid meeting held on 21.11.2025.

The following clarifications pertaining to subject bid enquiry are herewith issued consequent to request from the prospective bidders and deliberations during pre-bid meeting.

Sl. No.	Section No/ Clause No.	Description/ Reference/ Subject	Clarification Sought	Proposed Response
1	SECTION 2: INSTRUCTION TO BIDDERS 2.4. Qualifying Requirements of Bidders	3. For meeting all the pre-qualification criteria and the technical evaluation criteria, all the projects that are submitted as experience, should be completed.	We request BESCOM to kindly consider projects where development is completed and O&M is still in progress, as such projects are live and operational and demonstrate delivery capability.	Tender Conditions prevail

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2	SECTION 2: INSTRUCTION TO BIDDERS 2.4. Qualifying Requirements of Bidders Technical Requirements, Sl No 3	The Bidder must have Developed, deployed and/or maintained at least 2 web-based software for any Government departments /PSUs in India in any of the preceding 5 financial years i.e. during the FY 2020-21 to 2024-25.	Since the project involves both Web & Mobile applications, we request modification as follows: "Bidder must have developed, deployed and/or maintained at least 2 web-based and mobile-app-based software solutions for Government/PSUs in India in any of the preceding 5 years." This will help identify companies experienced in both web and mobile development.	Tender Conditions prevail
3	SECTION 2: INSTRUCTION TO BIDDERS 2.8.8. Bid Security (EMD)	1. The bidder shall pay EMD of Rs 2,37,000 (In words Rs. Two Lakhs and Thirty Seven Thousands only). The Bid Security EMD shall be valid for 210 days.	We request BESCOM to allow EMD exemption for MSME-registered bidders in line with the Public Procurement Policy for MSEs Order, 2012, issued by the Government of India.	Tender Conditions Prevail
4	SECTION 4: SCOPE OF WORK Scope of Work for the firm:	The Primary users are ESCOM Consumers, officers and vendors. Different level of access is to be provided to different category users. Platform should cater to	We request BESCOM to kindly provide the estimated number of, Officers and Vendors expected to use the system. This will help in accurate performance sizing	The SRTPV portal is used by ESCOM Consumers and Officers. The officer's logins may very from 2000 at present to about 5000 in future across all

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		the non-technical users and web application should be user friendly for even those with limited digital literacy.	and infrastructure planning.	ESCOMs. The details of numbers of present applications registered across ESCOMs are provided in Section 4 – Scope of the work and the number of Consumers who will use the portal will be in the increasing trend.
5	SECTION 4: SCOPE OF WORK 4.4.4. Server Specifications:	4.4.4. Server Specifications:	The specifications listed in this clause include detailed Azure-specific components (A8 v2 VMs, Azure Firewall, WAF, Application Gateway, Prometheus metrics, etc.). As cloud providers differ in naming and configuration mapping, we request confirmation on the following: 1. Whether equivalent or superior specifications from any MeitY-empaneled cloud service provider are acceptable. 2. Whether the specifications provided are to be treated as minimum indicative	Tender conditions prevail.

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			benchmarks rather than mandatory Azure6specific configurations. 3. In case actual usage, load, storage, traffic, or performance requirements increase during the contract period—resulting in the need for higher server configuration, additional virtual machines, increased storage, or upgraded security components, will BESCOM bear the additional cost, or is the bidder expected to absorb such increases within the quoted price?	
6	SECTION 4: SCOPE OF WORK 4.5. Migration of data from all ESCOMs server to common server.	The firm is required to migrate data from individual servers of all ESCOMs & HRECS to common server. All security aspects to be taken care while migrating the data.	We request BESCOM to kindly provide data size, type, format and volume for each ESCOM and HRECS to accurately estimate data migration timelines, effort, and infrastructure capacity.	Total Size of the Data is 75GB inclusive of all ESCOMs & HRECS. Data type: Strings, integers and File mlobs Format: MySQL & Volume: 75GB

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7	SECTION 4: SCOPE OF WORK 4.6. Maintenance & updation of unified web application & Gross metering application of BESCOM for a period of 02 years.	The scope of work and the work requirements are not exhaustive and would include additional task requirements that may come up during the duration of the Project. The resources deployed by the firm shall have the facility to draw upon the expertise and experience available within the firm. Along with the	The clause states that "the scope of work and the work requirements are not exhaustive and would include additional task requirements that may come up during the duration of the project." We request BESCOM to kindly clarify: 1. Whether additional tasks (beyond those explicitly listed in the RFP) will be compensated separately, if such tasks require additional development effort, resources, or changes not covered in the original scope. 2. Whether BESCOM will issue a Change Request (CR) or Work Order amendment for such additional tasks, along with approval of timelines and cost. Additional tasks not defined in the RFP may involve significant development, integration, or architectural effort. Clarity on the	All the requirements are considered while preparing the scope of the work. However, the bidder, while submitting the bids is required to consider the requirements in totality for carrying out the works as per scope of the work of RFP

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			process and payment mechanism will ensure fair execution and proper resource planning. We request BESCOM to confirm the mechanism for handling and compensating additional tasks during the contract period.	
8	SECTION 4: SCOPE OF WORK 4.16. Resource deployment	7. Not all but few Resources as required by BESCOM should work from BESCOM Corporate Office and one dedicated resource should co-ordinate with all ESCOMs for development, maintenance & updation of web application.	The clause specifies that "few resources as required by BESCOM should work from BESCOM Corporate Office and one dedicated resource should co-ordinate with all ESCOMs." Request for Clarification: We request BESCOM to kindly confirm whether the following deployment model is acceptable: Team Lead – 1 resource (Onsite at BESCOM) Project Manager – 1 resource (Onsite at BESCOM) All other technical resources (developers, testers, DB team, ETL, architect) may work from the	Resources as desired by BESCOM are required to work from BESCOM Corporate office.

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			bidder's office, and visit BESCOM as required for reviews, deployments, meetings, and support.	
9	SECTION 4: SCOPE OF WORK 4.20. Deliverables by the firm:	Bidder shall provide the following reports System Requirement Specification (SRS) for the proposed functionalities / enhancement Design Document Source code Test Reports Service Level Agreement (SLA) generated by the ticketing tool.	We propose to develop the solution on a Low-Code / No-Code (LCNC) platform, and we will provide BESCOM with a perpetual enterprise license with unlimited users. Since LCNC platforms do not generate traditional source code, we request confirmation that the following will be acceptable: 1. Complete LCNC application package, configuration files, and metadata (in place of traditional source code). 2. Full administrator access and complete user/technical manuals for further development. 2. BESCOM will be able to continue using the application after project completion,	Tender Conditions Prevail.

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			including the ability to modify, enhance, or add new features independently. We request BESCOM to kindly confirm acceptance of this LCNC-based approach.	
10	SECTION 5: Firm Engagement Details 5.1. Deployment/Replacement of Resources	a. The Team Leader shall be deployed by the Successful Bidder within 7 days from the date of issuance of the Award and deploy other resources within 7 days on intimation. In case of non-compliance, BESCOM reserves the right to terminate the contract of the Successful Bidder, along with forfeiture of bank guarantee, after two weeks of commencement of the breach.	We request BESCOM to kindly allow 15 days for deployment of the Team Leader and other project resources instead of the 7-day requirement. Large-scale technical resource deployment involves notice periods, onboarding, verification, and coordination, and 15 days will ensure deployment of qualified and skilled personnel. We request BESCOM to kindly consider revising the deployment timeline from 7 days to 15 days.	Tender Conditions Prevail.
11	SECTION 5: Firm Engagement Details	The SRTPV web & mobile applications needs to be integrated with following applications;	We request BESCOM to kindly confirm who will provide the APIs, documentation, and access for integration with the following systems: 1. Billing	BESCOM will co-ordinate with 3rd party service provider to for Providing the API for Integration with Common Portal.

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	4.3. Integration of web & mobile application with other online applications	I. Billing applications of ESCOMs/HRECS II. PM Surya Ghar application – For fetching subsidy application details III. Smart Meter application – For facilitating procurement of smart meters by Consumers. IV. NeSL platform – For facilitating online execution of PPAs. V. SMS & Payment gateway integration VI. Any other applications as may be required. Whether BESCOM will coordinate with the other e-stamping and e-sign service provider and the successful bidder of this contract for the integration? Please clarify. AND BESCOM will pay all the costs (if any) charged by the 3rd party service provider in this regard?	applications of ESCOMs / HRECS 2. PM Surya Ghar (National Portal) 3. Smart Meter Application 4. NeSL Platform Please specify whether BESCOM / respective ESCOMs / MNRE / NeSL will provide the required APIs and access details. Whether BESCOM will pay all the costs towards the regular SMS charges? Whether BESCOM will bear all the costs for this Payment Gateway charges to the 3rd party Whether BESCOM will pay all the required 3rd party charges (if any) in this regard? Please clarify. Whether BESCOM will facilitate for these most essential integration with all the 3rd party vendors? And the 3rd party charges (if any) will be borne by BESCOM? Please clarify.	As of now, BESCOM is bearing the cost of SMS charges. The Cost for availing service for payment gateway & NeSL are borne by the respective Consumer. No charges are being collected for PM Surya Ghar Portal Integration.

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12		PM-Surya Ghar application - API Integration of National Portal for Rooftop Solar and BESCOM SRTPV Portal	Does PM-Surya Ghar National Portal provide REST APIs or SFTP?	API provided from PM Surya Ghar Portal are REST API
13	4.1.3.3	Integration	Does BESCOM require GIS integration maps and lat-long validation for VNMGNM? Clarify	GIS integration with Lat-long Validation is required for VNM/GNM applications.
14	General	Data Type	Maximum file size, format, and retention rules for document uploads (PDF, JPEG).	The maximum file size allowed is 2 MB, and the acceptable formats are PDF, DOC, and JPEG.
15	General	General	We request BESCOM to kindly provide the estimated budget / project cost earmarked for this tender. This information will help bidders prepare a realistic and competitive proposal in line with BESCOM's financial expectations. The Amount put for Tender i.e., Rs 2.37 Crore is inclusive of GST? OR Exclusive of GST? Please Clarify.	The bidder is required to quote inclusive of GST with breakup of base price & GST

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16	Clause: 2.3 / Contract Period.	General	6 Months for the Software Design, Development, Implementation and Go-Live AND (ii) Remaining 24 Months is AMC Period? Please Clarify.	6 months – For development & Go-Live of web & mobile application. 24 months- Updation & maintenance. And updation & maintenance period is extendable for one more year on mutual consent.
17	Clause: 3.3.1.	Software Manpower Deployment.	Whether the service provider of this contract has to deploy the 11 Software Resources mentioned in Page-64 at BESCOM premises for the entire contract period of 30 Months? & Software Manpower Deployment. Please clarify.	Not all but Resources as desired by BESCOM are required to work from BESCOM Corporate office.
18	Clause: 5.1 & 5.2 / Software Manpower Deployment.	Software Manpower Deployment.	BESCOM will provide the space, furniture, electricity for these 11 resources to be deployed in BESCOM's premises for 30 months? Please clarify.	Not all but Resources as desired by BESCOM are required to work from BESCOM Corporate office.
19	Clause: 2.8.4.f.	Monthly cost of maintenance & updation of existing web applications of all ESCOMs.	Whether the service provider of this contract has to maintain the already developed and implemented 5 ESCOM's 5 web-applications for this contract's Go-Live? OR till the	The successful bidder (Service Provider) must maintain the existing portal for up to six months, or until the new portal goes live, whichever is earlier.

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			end of this contract? Please clarify	
20			Then Please provide each ESCOM wise details of who have developed these 5 existing web-applications? ESCOMS wise existing Service Providers details? When their contract will expire?	Details of present service providers may be provided only to successful bidder.
21			Whether these all 5 ESCOMS existing applications software source-code will be provided to the successful bidder of this contract, To maintain those 5 web-applications? Please clarify.	BESCOM will Provide the Source Code to successful bidder.
22			These 5 ESCOMs 5 existing applications have been hosted on a single cloud platform? OR various different Data Centers or cloud platforms? Please provide the details of hosting of these 5 applications.	The applications of the five ESCOMs are hosted on five separate cloud servers and are currently being maintained by respective ESCOMs.
23			After the Go-Live of this common portal, these existing 5 ESCOMs 5 web-applications will be closed permanently? Please clarify.	Decision will be taken by BESCOM after development of new portal.

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24	Clause: 2.8.4.g.	Data Migration cost from existing ESCOM servers to common server.	BESCOM will coordinate between the successful bidder of this contract and the 5 ESCOMs existing 5 software applications vendors for the complete data-migration? Please clarify. Does the client provide the existing data from SRTPV portal (BESCOM, HESCOM, GESCOM, MESCOM, CESC, HRECS) ?	BESCOM being the nodal agency will Coordinate for Data Migration from existing server to new server. Existing Server client of ESCOMs will provide the Backup dumps in MySQL format.
25		Data Migration	What is the database type used by each ESCOM's current SRTPV portal (e.g., SQL Server, Oracle, MySQL, PostgreSQL)?	Type of Data is MySQL
26		Data Migration	Will BESCOM provide database backup files (SQL dumps) or require vendor to extract the data manually?	BESCOM will provide the backup files (MysQL dumps) for Data Migration from existing individual server to common server.
27		Data Migration	Will BESCOM provide a staging environment for testing migration and validating data transfer?	Tender Conditions Prevail.

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28	Clause:2.17	Contract Performance Guarantee	Contract Performance Bank Guarantee: Please reduce the Percentage of the PBG from 10% TO 5% (of contract value) to lessen the unnecessary financial burden on the service providers.	Tender Conditions Prevail.
29	4.7	4.7. Maintenance & updation of existing SRTPV portals of all ESCOMs: It is in the scope of the firm to maintain & update SRTPV web applications of all ESCOMs till the common portal is developed and made live.	Will BESCOM or concerned ESCOM pay for the existing server for this period?	The applications of the five ESCOMs are hosted on five separate cloud servers and are currently being maintained by respective ESCOMs.
30	General	General	ESCOM SRTPV Workflows: Clarification on additional modules beyond existing workflows To estimate development scope.	It is submitted that all the requirements are considered while preparing the scope of the work. However, the bidder, while submitting the bids is required to consider the requirements in totality for carrying out the works as per scope of the work of RFP
31	General	User Roles	Details on expected user roles across ESCOMs. Required for architecture planning.	The Primary users are ESCOM Consumers, ESCOM officers and vendors. Different level of access is to be provided to different category

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				users. The user roles are defined section 4 – scope of the work of RFP.
32	Technical Requirement	Mobile Application	Whether mobile app should be native or hybrid Impacts costing and performance.	Mobile Application must have all features present in Web Application.
33	Technical Requirement	Mobile Application- Field Use	Whether offline capability is required. Affects architecture and storage	Tender conditions prevail.
34		Data Migration	Whether vendor handles data cleansing/deduplication. Needed for migration effort planning.	The scope of the data migration activity includes carrying out all necessary pre-migration and post-migration tasks
35	UAT & Testing	Approvals and SLA	SLA for UAT approvals & issue closure. Needed for timeline alignment.	UAT approvals will be provided by BESCOM in consent with other ESCOMs.

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36	AMC	Scope of AMC	Whether AMC includes enhancements or only bug fixes. Impacts costing.	The scope of maintenance is as per section 4- Scope of the work of RFP.
37	Cloud Infrastructure	Contract vs Reservation	Contract is 2 years but infra reservation is 3 years Impacts financial modelling.	As per the scope of the work, the AMC may be extended for an additional year, subject to mutual consent and satisfactory performance. The Infrastructure for server is provisioned for 36 Months.
38	General	Site Visits	Will site visits or meetings with relevant stakeholders be organized to understand the existing setup even more better?	The detailed requirements and terms & conditions are provided in RFP.

All other terms & conditions for the subject tender remain unaltered.

Sd/-
Chief General Manager (Projects)
BESCOM

Copy to:-

1. PS to MD, BESCOM, K.R. Circle, Bangalore with a request to place before the MD, BESCOM.
2. PS to Director (Technical), BESCOM, K.R. Circle, Bangalore with a request to place before the Director (Technical).